



## **Medical Responder Program Guidelines**

**Updated: 1 April, 2010**

### **Section I**

#### **Purpose of Medical Responder Program**

The Rowan County Emergency Medical Services (EMS) system is an advanced life support system providing pre-hospital care at the paramedic level. In an emergency, early medical intervention can reduce pain and suffering.

The Rowan County Medical Responder Program enhances the EMS system with local responders for quicker interventions. The Medical Responder Program is coordinated by the Rowan County Emergency Services' EMS Division. Participation by fire or rescue departments will be on a voluntary basis.

### **Section II**

#### **Requirements of Participating Agencies**

1. No agency or department shall offer, advertise or profess to be engaged in service as a Medical Responder Agency unless that agency complies with the requirements and guidelines of the Medical Responder Program as outlined here. Medical responder agencies serve with the approval and support of the Rowan County Board of Commissioners and its designated representatives.
2. Individual medical responders must be affiliated with a participating medical responder agency and possess a valid NC Medical Responder certification.

### **Section III**

#### **Application Process for Certification as a Medical Responder Agency**

1. Applications for medical responder agencies are available from Rowan County's EMS Division. The applicant agency shall complete the form and return it to the Department of Emergency Services. The agency should supply the following information:
  - Name and address of the agency
  - Fire district in which it will operate
  - A response plan for answering medical responder calls
  - A roster of certified medical responders
2. Each member of the medical responder agency should submit the following information:
  - Name, address, social security number, driver's license number
  - A copy of the NC Medical Responder certification.
3. Completed applications for medical responder agencies, which meet all requirements, will be recommended to the Board of Commissioners for approval.
4. The Board of Commissioners shall grant the privilege to operate as a medical responder agency.
5. Individual medical responders will be accepted into the program as long as they maintain NC Medical Responder certification.
6. Agency applicants for the Medical Responder program will receive a minimum equipment list as outlined in Section XII – Minimum Equipment List. Prior to starting service, the County Medical Responder Coordinator will inspect the agency's equipment for completeness.

### **Section IV**

#### **Terms of Certification as a Medical Responder Agency**

1. Either party may terminate the medical responder program with sixty days written notice. The county reserves the right to terminate the operations of a medical responder agency if it does not meet the qualification standards. The medical responder agency would retain the right to reapply.
2. Individual medical responder agency personnel providing primary patient contact and treatment prior to the arrival of EMS must maintain NC Medical Responder or a higher level of certification.

3. Agencies that do not comply with these guidelines will receive written notice of the problem from the EMS Division Chief. The problem should be resolved between the medical responder agency chief or designee and the County Medical Responder Coordinator. Failing this, the problem can be referred to the Medical Responder Review Committee for mediation.
4. Members or agencies that receive a suspension or termination notice are required to cease function as medical responders.

## **Section V**

### **Standards for Medical Responder Agencies and Medical Responder Members**

1. Medical Responder agencies and their members are required to follow state and local laws and ordinances when responding to an emergency scene.
2. To secure and maintain Medical Responder certification, the individual must:
  - Be of suitable character, not addicted to the use or abuse of drugs or alcohol,
  - Be at least eighteen (18) years old,
  - Have a valid N.C. drivers license and a good driving record,
  - Possess a current, valid certification as a N.C. Medical Responder or higher certification,
  - Maintain continuing education requirements as required by OEMS,
  - Display county issued photo ID cards on Medical Responder calls,
  - Comply with the rules, regulations and duties of your sponsoring organization.

## **Section VI**

### **Standards for Communications**

1. Medical Responders will follow the general communications policies as all other emergency agencies in the county.

## **Section VII**

### **Standards for Dispatch**

1. Medical Responder agencies must be available on a twenty-four hour basis. The minimum manpower roster will be six certified members.
2. The Rowan County Telecommunications Center will dispatch Medical Responder agencies as indicated by the Medical Priority Dispatch program.

3. Medical Responder agencies shall not respond to calls unless dispatched.
4. Requests for help, which come directly to Medical Responder agencies or their members, should be immediately forwarded to Rowan Telecommunications.
5. Medical Responder agencies must respond when dispatched when personnel are available.
6. Medical Responder agencies will typically be dispatched to calls for service within their district. Mutual aid requests may be made for assistance in other medical responder districts. If there is no response from a dispatched medical responder agency within 5 minutes, Telecommunications will notify the assigned EMS unit of the non-response. If conditions warrant, EMS may request the next due medical responder agency for mutual –aid.
7. Medical Responders on the scene of a call for service may cancel incoming ambulance units for refusals or other non-medical needs. Patient refusals require completion of the Medical Responder Refusal of EMS Service Form and maintained with other related call records. Medical Responders may also recommend a change to routine response.
8. Too many Medical Responders creates confusion on the scene. Medical Responder departments should develop procedures to manage personnel on scene. In most cases 3 Medical Responders can manage most situations.
9. Should an EMS unit or an EMS Supervisor arrive on the scene first, they may cancel incoming Medical Responders at their discretion if services are not required.

## **Section VIII**

### **Lifting Assistance**

1. Callers contacting the Telecommunications Center for lifting assistance as defined by EMD protocol, will have both Medical Responders and Rowan County EMS dispatched routine to the scene.
2. Responding units will be available for any emergent call for service. Therefore, if one agency is diverted on an emergency, someone is still assigned to aid the caller.
3. Requests for lifting assistance fall into two general categories. First, customer service calls to help an uninjured person get back into bed or into a residence. Second, manpower to lift a morbidly obese patient.

4. Whichever agency arrives on scene first will assess the situation. If that agency's personnel can manage the call without further help the other responding public safety agency will be canceled.

## **Section IX**

### **Standards for Patient Care by Medical Responder Agencies and their Members**

1. At the scene of an emergency, the Medical Responders shall administer basic life support and first aid to the limits of their certification and in accordance with approved EMS System Protocols. Typically, this includes patient assessment and vital signs.
2. Those responders with EMT certifications will be held to the EMT standard of care and must act in accordance with the approved EMS System Protocols.
3. Approved medical responder agencies are authorized to allow a minimum number of non-medically certified personnel (i.e.: personnel trained as firefighters only) from that agency to respond in a non-medical treatment capacity with that agency's certified personnel to provide logistical support that may be needed at the medical incident scene. Appropriate support functions could include lifting or moving patients under the direction of medical responder or EMS personnel, bringing resources or equipment to the scene, and staging of responding ambulances. Agencies are responsible for the actions of their personnel and shall develop internal controls to prevent those non-medically certified personnel from performing medical care beyond the scope of their training and/or certifications.
4. Medical responder agency personnel who are not certified at the Medical Responder level, but who have first aid or CPR only training may assist a certified Medical Responder at the scene, as directed by medical responder or EMS personnel, and only to the level of that individual non-certified personnel's level of training (i.e.: first-aid and/or CPR).

## **Section X**

### **Medical Responders Driving County Vehicles**

1. Some extreme situations require both EMS personnel assigned to a unit to attend the patient. A qualified Medical Responder may drive a county vehicle within the guidelines of this section.
2. The Medical Responder must successfully complete a driving course through the local community college system.

3. The NAPD driving course and the Emergency Vehicle Driver course, are both acceptable driving curriculums.
4. The Medical Responder must have a current Motor Vehicle Records check completed and enclosed with their driving class documentation. In lieu of the driving record a release may be completed and signed allowing Rowan County to have this Motor Vehicle Records check through its normal Human Resources process.
5. Serious infractions would disqualify the individual from driving a county vehicle.
6. The Medical Responder agency sponsoring their member to drive a county vehicle will cover that individual's workers compensation, in the event of an injury.
7. Rowan County will assume the liability in an accident when the approved Medical Responder is driving County EMS vehicles.
8. In case of an accident, the medical responder driving the ambulance will submit to a urinalysis and follow all steps in the county's accident policy.

## **Section XI**

### **Standards for Record Keeping**

1. Each Medical Responder agency shall maintain records on patient treatment.
2. Each record on patient treatment should include:
  - name, age and address of the patient
  - date and time of treatment
  - location of event
  - patient complaints and condition
  - vital signs, note the time
  - treatment rendered and the patient's response
  - name or names of the transporting agency personnel assuming patient care
  - name and signature of the Medical Responder who provided care
3. Preliminary information should be given to the crew assuming patient care responsibilities.
4. Copies of completed patient records are to be maintained by the medical responder agency.
5. Copies of patient records should be available on demand should EMS need

additional information on any patient treated by Medical Responders.

6. Medical responder agencies that are franchised ambulance providers must be compliant with PreMIS. Calls need to be submitted to PreMIS within 24 hours per state regulations.

## Section XII

### Minimum Equipment List

1. The following is a minimum equipment list required for approved medical responder agencies for Rowan County:

Trauma Bag or Box (1)	2" Roll Gauze (4)
Infant Bag Valve Mask (1)	Triangular Bandages (4)
Pediatric Bag Valve Mask (1)	Trauma Shears (1)
Adult Bag Valve Mask (1)	Bandage Shears (1)
Nasal Cannula – Adult (2)	3" x 9" Occlusive Dressings (2)
Nasal Cannula – Pediatric (1)	10" x 2.5" Multi-Trauma Dressings (2)
Oropharyngeal Airway Kit (1)	1" Tape (1)
Non-Rebreather Mask – Adult (2)	2" Tape (1)
Non-Rebreather Mask – Pediatric (1)	Sterile Water (2000 ccs)
Oxygen Tank (size D) w Variable Flow Regulator (2-15 lpm) (1)	Ammonia Inhalants (6)
Suction Apparatus – Portable (1)	Sterile OB Kit (1)
Wooden Tongue Depressors (3)	Blood Pressure Cuff – Adult (1)
Bite Sticks (2)	Blood Pressure Cuff – Pediatric (1)
Pulse Oximeter & Supplies (1)	Stethoscope (1)
AED & Supplies (1)	Thermometer (1)
Glucometer & Supplies (1)	Pen Light (1)
Spinal Immobilization Equipment	Bio-Hazard Bags (2)
Burn Sheets (2)	Disposable Gloves Latex Free in Sizes
Cold Packs (2)	Baby Aspirin (8)
Hot Packs (2)	15 gram Instant Glucose Tube (2)
Sterile 8" x 10" dressings (6)	Nasal Airways # 14,18,20,22,24,26,30,32,34 (1 each)
Sterile 4" x 4" dressings (10)	Smart Tags or Kit
4" Roll Gauze (4)	

2. The following is the additional equipment list for medical responder agencies at the EMT level:

King LT-D 2.5 or LMA #3 Airway * (1)	Tylenol or Ibuprofen* (1 bottle)
King LTS-D 4 or LMA #4 Airway * (1)	Afrin Nasal Spray* (1)
King LTS-D 5 or LMA #5 Airway * (1)	Epi Pen – Adult* (2)
	Epi Pen – Pediatric* (2)

3. The County Medical Responder Coordinator will perform an annual inspection of medical responder agencies to verify that required equipment and supplies are available.

### **Section XIII**

#### **Provisions of Malpractice Insurance**

1. Rowan County does not provide malpractice coverage through the Medical Responder program. Individual agencies are responsible for providing their own coverage.

### **Section XIV**

#### **Charges**

1. Medical responder agencies shall not charge for services rendered. Agencies who are recognized as a Franchised Ambulance Provider by Rowan County are excluded from this provision.

### **Section XV**

#### **Roster**

1. Updated personnel information will be submitted as changes occur in the medical responder agency's roster to the County Medical Responder Coordinator using a personnel update form provided by the Department of Emergency Services. Accurate rosters are important for accountability. Additionally, the medical responder agency is required to maintain its listing of state certified personnel in the on-line Credentialing Information System (CIS) provided by the NC Office of EMS.

### **Section XVI**

#### **Grievance Procedure**

1. Medical Responder agencies will be responsible for resolving grievances between their members.
2. Medical Responder agencies wishing to bring a grievance against the county's EMS Division should submit the grievance in writing to the County Medical Responder Coordinator.
3. EMS Division grievances against a medical responder agency or its personnel will forward complaints through the County Medical Responder Coordinator to the agency's Medical Responder Coordinator.

4. Grievances that cannot be resolved between agencies will be forwarded to the Rowan County Medical Responder Review Committee for mediation. If the determination of the committee is not acceptable, the aggrieved parties may appeal to the Board of Commissioners.

## **Section XVII**

### **Conflict Resolution Process**

1. A Rowan County Medical Responder Review Committee will be appointed on a case-by-case basis to resolve complex problems that cannot be satisfied through the grievance process.
2. The committee will consist of the following members:
  - President or representative of the Rowan County Fire and Rescue Association
  - Medical Responder Coordinator from each involved medical responder agency area
  - EMS Medical Director or designee
  - County Emergency Medical Services Division Chief or designee
3. The committee will review all pertinent information, including incident reports and call reports. The committee will arbitrate the dispute, and will recommended resolution to the affected parties. A written report will be made to the Chief of Emergency Services.

## **Section XVIII**

### **Changes in the Rowan County Medical Responder Program**

1. The Chief of Emergency Services approves changes to the Medical Responder program.